



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
OFFICE OF THE STATE EMPLOYER
LANSING

THOMAS N. HALL
ACTING DIRECTOR

March 16, 2006

Vocational Rehabilitation Providers:

The State of Michigan will not be holding a Vocational Rehabilitation Providers Meeting this year. This letter will serve as notification of the changes that have taken place and any changes that you as a Vocational Rehabilitation (Voc Rehab) Provider need to make in order to remain active on our Third Party Administrator's (TPA) vendor list or have your name or names of your employees added to our list. If you have new employees that you wish to have added to the TPA vendor list they will be responsible for knowing the State of Michigan's Return-to-Work and Disability Management Programs. Information about these Programs can be found on the Office of the State Employer website at <http://www.michigan.gov/ose>. Voc Rehab Provider Companies wishing to be added to the vendor list, as well as companies already on the vendor list, need to submit their information to the State's TPA, Citizens Management Inc (CMI):

- Proof of liability insurance; and
- resumes of all employees (CRC designation is required to work on State of Michigan files); and
- a copy of your Workers' Compensation Agency approval letter.

Your name will be added, or remain active, as long as you submit and continue to provide the proper documents to CMI. CMI requires this information be updated yearly; if you have not submitted your updated information to CMI this year please do so immediately. This information needs to be submitted to:

CMI
Attn: Connie Bennetts
P.O. Box 740
Howell, MI 48844-0740

In order for a Voc Rehab Provider to be added to, or remain active on, our list they must be State of Michigan, Department of Labor and Economic Growth, Workers Compensation Agency approved. If your Company or your name has been removed from the Workers' Compensation Agency approved list over the last year then your company or your name will be pended on our list until you satisfy the requirements and regain your Workers' Compensation Agency approval.

Staffing Changes:

If a Voc Rehab Provider leaves your employ, or for any reason will no longer be working their current open State of Michigan claims files, it is expected that you will contact the claims adjuster and the Department Case Manager to advise of your contingency plan within three (3) business days. You must receive approval from the CMI claims adjuster before re-assigning any open claim files.

Please make sure that you notify both CMI and Employee Health Management (EHM) of any changes in your address, telephone number or e-mail address.

Billing Guidelines:

CMI has recently made changes to their "Billing Guidelines" regarding mileage reimbursements (see below).

4. **"Mileage rates are an amendment item to this policy statement. Maximum mileage rates are set by Citizens Management Inc. and are in accordance with the travel reimbursement rates set by the State of Michigan. Miles are to be billed from the referred vendor location or from the home of the assigned counselor, whichever is closer to the assignment."**

To request a copy of the "Billing Guidelines" please contact CMI, Connie Bennetts at (800) 324-9901 Ext 3157 or you can e-mail your request to cbennetts@hanover.com.

Process Changes:

We are continuing to support, encourage and provide work experiences for our employees receiving Workers' Compensation benefits. The information regarding the Work Experience Program is located on the Office of the State Employer website at <http://www.michigan.gov/ose> About Us, Employee Health Management, Work Experience Program. The State is currently using Career Quest as an "Employer of Record" for the Work Experience Program. If you need the employment forms for this Program please contact Career Quest at (517) 318-3330.

In January 2005, the Department of Civil Service issued an Advisory Bulletin 3.12.1 regarding the Administrative exam # 5029 for Return-to-Work trial appointments. This advisory bulletin outlines the "approved appointment" process. You may access a copy of the Advisory Bulletin at <http://www.michigan.gov/mdcs>, Rules & Regulations, Advisory Bulletins. Remember it is no longer necessary to have the employee's name on the 5029 Exam pools/lists.

It will still be necessary to, have those employees that you are working with, go through the **"Career Planning" evaluation process (formerly called the Credential Review Process)**. The evaluation process consists of a review of an employee's education and work history and can be made by contacting the Department of Civil Service, Employment Information and Career Planning Services at (800) 788-1766. You may also have a Career Planning evaluation completed by faxing, mailing or e-mailing the appropriate information to the Employment Information and Career Planning office. More information can be found on the Department of Civil Service website at <http://www.michigan.gov/mdcs>, Employment Information, Employment Information and Career Planning.

The Department of Civil Service, Employment Information and Career Planning has developed a Behavioral Based Interview Video that may also be accessed on the website mentioned above. Please check the Department of Civil Service website often as they are continually updating their website with employment information that you will find useful in assisting the State's injured or ill employees in the return to work process.

Workers' Compensation & Ergonomic Evaluations:

If you are working with an employee who is on Workers Compensation and needs an ergonomic evaluation in order to return to work you should contact the CMI claims adjuster to arrange an ergonomic evaluation. Only Michigan Rehabilitation Services (MRS), Disability Management Program, Accommodations Center performs these evaluations on behalf of the State of Michigan. These evaluation requests should be submitted to the MRS, Accommodation Center by the claims adjuster. If you are asked by CMI or the department Case Manager to provide such a service, please refer the requestor back to EHM.

Hiring Priority Program:

On June 30, 2004, the Department of Civil Service and the Office of the State Employer jointly issued a letter establishing a priority hiring procedure to reduce the State's disability benefit payments and assist employees in their return to active employment. After satisfying all bargaining unit agreement requirements, agencies are to consider disability benefit recipients as a hiring priority for vacant positions.

Please make sure that you include the "Employee Referral", "Hiring Priority Initiative" cover letter when submitting employee names for positions with the State of Michigan. The Departments have been made aware of and will look for this cover page to identify return-to-work employees.

With summer fast approaching the Department of Natural Resources (DNR) has started their summer hiring program. The DNR location (park) will send an e-mail to EHM. We will then e-mail all the Voc Rehab Providers the information regarding the positions. Please respond directly to the DNR location posting the position. They will expect a response from you, the Voc Rehab Provider, within 48 hours. Any responses after 48 hours will be looked at with other candidates. It is important that you check your e-mail regularly and respond quickly. Make sure that EHM has your correct e-mail address on file, if you are currently receiving e-mails this will continue, if you are not currently receiving e-mails please call the EHM office at 517-241-9090 and provide your updated e-mail information.

Please do not send resumes or the employment referral to the department unless the candidate is a State of Michigan employee currently receiving a disability benefit, and the candidate meets the requirements of the position. You should not submit resumes for candidates who are unable to meet the physical requirements of the position.

Do not send resumes to EHM or call EHM with questions regarding a specific position. Questions should be directed to the Department originating the request.

When updating resumes with employees make sure that you list all work experiences as a "Work Experience". Work experiences are not considered State of Michigan positions and will not show up on the employee's employment history. Upon completion of a work experience if a candidate then receives an offer of employment from that department please contact EHM at

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(517) 241-9090 and let us know your name, the employees name and the name of the department that has made the position offer.

Voc Rehab Provider Responsibilities:

As the Voc Rehab Provider it is your responsibility to make sure you have a Vocational Rehabilitation Plan, a completed **Career Planning evaluation** done by the Department of Civil Service, Employment Information and Career Planning and an updated resume for all the employees you are working with, on file with CMI.

State of Michigan Vocational Rehabilitation Guidelines:

Updated versions of the State of Michigan Vocational Guidelines and the "Employee Referral", "Hiring Priority Initiative" cover letter template are available on the Office of the State Employer website at <http://www.michigan.gov/ose>, About Us, Employee Health Management.

Thank you in advance for your cooperation. If you have any questions I can be reached at (517) 241-9090.

Sincerely,

Toni McFarland, MA, CRC, LPC